



Solicitation Information

10 Sept 03

RFP # B02895

TITLE: INTEGRATED BILLING SYSTEM – Modifications and Maintenance

Submission Deadline: 9 Oct 03 @ 2:00 PM

PRE-BID/ PROPOSAL CONFERENCE: NO

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **24 Sept 03 @ 12:00 Noon (Eastern Time)**. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be discussed at the pre-bid conference and included in the meeting summary which will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at www.purchasing.state.ri.us.

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

INTEGRATED BILLING SYSTEM - Modifications and Maintenance

SECTION 1 - INTRODUCTION

1.1 General Information

The Rhode Island Department of Administration / Division of Purchases, on behalf of the Department of Mental Health, Retardation and Hospitals (MHRH) is soliciting proposals from a firm / individual to make modifications and provide maintenance services for the Integrated Billing System (IBS) in the Accounts Receivable and Billing Unit. Such a vendor must demonstrate experience and be highly skilled in the design, implementation and development of public and private based financial billing systems, as well as demonstrate similar experience in Informix based systems, especially Informix Dynamic4gl. This solicitation, and subsequent contract award, is governed by the State's General Conditions of Purchase (available at www.purchasing.state.ri.us)

This is a Request for Proposal, not an invitation to bid. Responses will be evaluated on the relative merits of the proposal, in addition to price. There will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

1.2 Instructions and Notification to Offerors:

- Potential Offerors are advised to review all sections of this RFP carefully, and to follow instructions completely, as failure to make complete proposal submissions, described elsewhere herein, may result in rejection of the proposal.
- All costs associated with developing or submitting a proposal in response to this RFP and with providing written clarification of the proposal shall be borne by the Offeror. The State and MHRH assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals which are not present in the Rhode Island Office of Purchasing on or before the time of opening for any cause will be determined to be late and not considered. For the purposes of this requirement, the official time and date shall set by the time clock in the Office of Purchases reception area. **The time of opening is 9 Oct 03 @ 2:00 PM (USA Eastern Time Zone).** PROPOSALS FAXED OR EMAILED TO THE DIVISION OF PURCHASES WILL NOT BE CONSIDERED.
- Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be Public Records as defined in Title 38, Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately once an award is made.
- In accordance with Title 7, Chapter 1.1, of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in this state until it shall have procured a *Certificate of Authority* to do so from the Secretary of State. The apparent low offeror, if an out of State Corporation with no business address within the state, must either: 1) provide a copy of their *Certificate of Authority*, or; 2) show proof that an application is in process prior to the award. *This is the responsibility only of the selected vendor(s).*

Responses (an original plus three (3) copies of the technical proposal and an original and two copies of the Cost Proposal) should be mailed or hand-delivered in a sealed envelope marked “RFP# B02895: INTEGRATED BILLING SYSTEM – Modifications and Maintenance” to:

By Courier:
RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

By Mail:
RI Department of Administration
Division of Purchases
P.O. Box 6528
Providence, RI 02940-6528

The offeror assumes responsibility for proposals submitted by mail or commercial delivery service. Proposals misdirected to other state locations or which are otherwise not present in the Division of Purchases at the time of opening, for any cause, will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall set by the time clock in the Office of Purchases reception area (One Capitol Hill, Providence, RI).

Proposals must include the following:

- 1) A completed and signed R.I.V.I.P. generated bidder certification cover form (downloaded from the R.I. Division of Purchases Internet home page at <http://www.purchasing.state.ri.us>.
- 2) A signed, sealed, and **separate** Cost Proposal reflecting the hourly rate and total fixed fee proposal for this scope of services.
- 3) A *separate* Technical Proposal describing the background, qualification, and experience with and for similar programs, as expressed in this solicitation.

SECTION 2 – BACKGROUND and PURPOSE

2.1 Background – General Information

The Rhode Island Department of Mental Health, Retardation and Hospitals (MHRH), Financial Management has in the last two years implemented an Integrated Billing System (IBS), through a contracted vendor who provided consulting services for the assessment, design, development, and management of an integrated computer system for the Accounts Receivable and Billing Unit. This unit is responsible for the billing of patient care at the Eleanor Slater Hospital and Community Residential Programs.

Sources of revenue are Federal Medicare (Parts A & B), Medicaid (Rhode Island State Medical Assistance Program), Patient Resources (applied income from families or the administrator), Blue Cross 65 and other private insurers. This new billing system has integrated these programs into a system conducive to more timely filing of claims, less duplication of effort, and a centralized database of financial data. In addition to the interfaces to these sources of revenue, the IBS is also integrated into the Eleanor Slater Hospital (ESH) X-Ray and EKG systems, and the MHRH Census and Patient Master Systems.

The IBS system has been completed; but due to changes mandated by CMS (Centers for Medicare and Medicaid Services), including the new HIPAA regulations, and a shift from a TEFRA (Tax Equity and Fiscal Responsibility Act of 1982) based system to a Prospective Payment System (PPS) for Medicare “Part A”, services are required to interface these changes with the IBS system.

Medicaid charges for the Eleanor Slater Hospital are approximately \$100 million annually. Presently, all charges, payments, denials and adjustments from Medicaid are electronically transmitted to the IBS. The installation of new third party software that has not been integrated into the IBS new billing system, could generate as many as 1,500 manual entries per month.

The IBS system is written in Informix 4GL/Dynamic 4GL and resides on a Bull Escala running AIX 4.3. End users run Win9X, Win2K and WINXP on a variety of desktop computers and connect to the Escala via terminal emulation (Anzio Lite by Rasmussen Software) or through the Dynamic 4GL front end using TCP/IP. Once a user logs in, AIX shell scripts are used to navigate through the programs and allow maximum flexibility with minimum effort for the end user and development staff. Other AIX and Microsoft® system links are used to communicate to existing Medicare and Medicaid billing programs.

2.2 Background – Current Situation

The A/R Unit currently utilizes the IBS to manage detailed information regarding all types of Patient Billing (or lack thereof). This system consists of complex, windows driven on-line programs and over 60 reports that provide complete auditing for each patient and provider at MHRH. Due to the complexity of the IBS, any future modifications to it need to be carefully orchestrated to have the least amount of impact on the existing system.

This IBS system interfaces with the Hospital's Census, Patient Demographics, X-Ray, EKG and Patient Accounts systems internally. Externally, it interfaces with Medicare and Medicaid billing systems from third party providers.

2.3 Purpose

The A/R Unit is seeking a firm/individual to effectively and seamlessly integrate new, third party Medicare and Medicaid billing software to the IBS. There may also be a requirement to develop new reporting, on-line programs, and convert data to support these interfaces. A/R also has a need to obtain support and maintenance programming services for the existing IBS system. Services provided must include Design and Programming expertise in a UNIX/Windows environment and a willingness to work on a flexible schedule.

SECTION 3 – EVALUATION and SELECTION

3.1 Bidder Qualifications

Bidders must represent a business that has a proven record in the design and programming of Informix based computer systems for at least a 10 year period. The business must have been established for 10 years, have a proven track record, and have solid, Informix4GL and Dynamic4GL programming experience. Bidders must also display an understanding of the reimbursement rules and regulations of Medicare and Medicaid programs, have experience with third party payor systems for patient care, and knowledge of accounting systems. Design and Programming experience with Oracle based systems is also desired.

All bidders must provide at least three (3) references to be contacted for whom they have provided similar services. Qualified bidders must provide resume(s) of people who are experienced to do all phases of the work mentioned in the Scope of Work (Section 6) and must provide candidates with the necessary experience to be interviewed by a State RFP review committee before the award is granted.

3.2 Vendor Selection

The Vendor will be selected based on the following criteria:

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| • Firm/ Staff Qualifications, references, quality of Past work, and ability to provide on-site work on an as needed basis. | 25 % (0 - 25 points) |
| • Quality of proposal | 25 % (0 - 25 points) |
| • Approach to Work Plan | 15% (0 - 15 points) |
| • Experience in long-term care billing, esp. Medicaid/Medicare and an understanding of the complexity involved for MHRH | 20% (0 - 20 points) |
| • Cost of Proposal | 15 % (0 - 15 points) |

Proposals must receive a minimum of 65 out of a possible 85 Technical Points to warrant further consideration. Proposals receiving less than the minimal score will be dropped from further consideration and not have the accompanying cost proposals opened or considered.

Notwithstanding the foregoing, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process, will be rejected and not considered further. The State reserves the right to reject any and all proposals submitted and to waive any informalities in any vendor's proposal.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award at no cost to the state.

The Technical Review sub-committee will present written findings, including the results of all evaluations, to the State's Architect/Engineer and Consultant Services Selection Committee, which will further recommend a finalist(s) to the Director of the Department of Administration, who will make the final selection for this requirement.

SECTION 4 – PROPOSAL SUBMISSION

4.1 Proposal Format

The response to this Request for Proposal must include the following:

- A completed and signed R.I.V.I.P. generated bidder certification cover form (downloaded from R.I. Division of Purchases Internet Home Page at www.purchasing.state.ri.us .)
- A signed and sealed Cost Proposal identifying the fee structure proposed for the Scope of Work (see Section 6) and reflecting the hourly rate and proposed hours. In addition, MHRH would like quotes for hourly rates for Consulting Services **two (2) years beyond the initial year**. Include any additional costs such as travel, lodging, meals, etc.
- A separate Technical proposal to include the following sections:
 - Executive Summary to highlight the contents of the Technical Proposal.
 - Offeror's Organization and Staffing to include the identification of Staff and/or sub-contractors proposed and their role(s) and skill levels.
 - Work Plan/Approach Proposed to describe the bidder's understanding of the MHRH requirement, the results intended and the approach or methodology to be employed. Include in the discussion the technical issues that may be confronted at each stage of the project, a list of tasks, activities and/or milestones, and deliverables.
 - Previous Experience and Background to include similar projects undertaken and/or similar clients served. Include a brief description of the project and the contact name and phone number. Also include a description of the business background of the offeror (and all subcontractors), including a description of their Financial Position.
 - References to provide at least 3 businesses where similar work in the design, development, and implementation of systems, particularly those using Informix and Oracle databases and programming languages.

4.2 Proposal Submission

An original plus three (3) copies of the Technical Proposal and an original plus two (2) copies of the sealed, Cost Proposal should be mailed or hand delivered in a sealed envelope as described in Section 1.2 Instructions and Notification to Offerors.

SECTION 5 – GOVERNING TERMS and CONDITIONS

5.1 State Purchasing Governing terms and Conditions

Bidders are referred to the State Purchasing Web Site at www.purchasing.state.ri.us for the general terms and conditions of purchase.

5.2 Work Requirements

Work by any consultant will be performed on site at MHRH in Cranston, R.I. Work space will be made available to accommodate the contractor's staff. This will include access to telephones, fax machines and e-mail service and will be used for MHRH project only.

SECTION 6 – SCOPE OF WORK

6.1 Analysis of New External System Interface

- 6.11 Analyze the current IBS system programs, database, data structure, links to external systems and A/R processing to completely understand the proposed undertaking.
- 6.12 Analyze and document the new EDS Medicaid billing system and produce a conceptual plan to link to the present Medicaid charge, adjustment, denial and payment data structure with as few modifications to IBS as possible.
- 6.13 Analyze and document any other output that will have to be accommodated into the IBS. Document the impact on the IBS system in detail and propose modifications and enhancements to IBS. Note: It is the intent of this RFP that minimal changes be made to the IBS system, modifying and enhancing only where required.
- 6.14 Obtain from MHRH written approval of the concept proposed.

6.2 Redesign of External Systems Interface

- 6.21 Produce a written design document from the steps in Section 6.1.
- 6.22 Clearly designate the impact on the existing IBS system, any processing changes, data structure changes and additions, necessary data conversion, on-line programming changes, on-line programming modifications/enhancements, and reporting additions/modifications.
- 6.23 Update the existing documentation for programming / system specifications for the tasks in Section 6.22, clearly identifying output.

6.3 **Development and Testing**

- 6.31 Develop all programs, AIX shells, and communications to external systems.
- 6.32 Test all data flow, links, shells and programs to the approval of the A/R Unit.
- 6.33 Covert data, if necessary, install modifications and update User Documentation.
- 6.34 Provide in-service training to the staff on modifications to the IBS.

6.4 **On-Going Maintenance**

- 6.41 In addition to the above, provide on-going user support for the IBS and PRB systems to the staff in the A/R unit.
- 6.42 Maintain existing programs as required and develop any new programs requested for the IBS.
- 6.43 Maintain all User, System and Technical Documentation for the system.